

Lead Agency: Health Department

Program Contact: MORROW Marcia M

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics:

Executive Summary

The East County Health Center (EHC) provides comprehensive primary care and behavioral health services to the diverse, poor, underserved residents in East Multnomah County. The clinic serves seasonal migrant workers, pregnant women, infants, children that reside in East Multnomah County who, even if insured, would remain isolated from traditional forms of medical care because of where they live, the language they speak and their higher level of complex healthcare needs.

Program Description

East County Health Center primary care services are designed to be a patient centered medical home. This includes reducing barriers to access, integration of behavioral health services, providing continuity and coordination of services and collaboration with community partners. Culturally competent primary care services are provided which include, treatment of acute and chronic illnesses, behavioral health, family planning, prenatal and preventive services (well child, immunizations). Ancillary support services are operationally integrated and include pharmacy and lab. Enabling services include Medicaid eligibility screening, medical interpretation, transportation, case management and health education. East County Health Center serves a culturally diverse population (59% Latino) of which 80% who are below 100% of the Federal Poverty level, 20% are uninsured, 75% are Medicaid and 3% are Medicare. East County Health Center plays a significant role in providing safety net medical services to residents in the community.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Number of annual client visits	0	39,341	39,569	41,735
Outcome	Percentage of children who are up to date on immunizations at 35 months of age	0.0%	90.0%	70.0%	90.0%
Efficiency	Number of days for a new patient appointment	0	7	6	6
Quality	% of Patients who would "strongly agree" to recommend clinic to friends/family	0.0%	80.0%	76.0%	80.0%

Performance Measure - Description

Output: Total number of clients served Outcome: Percentage of children who are immunized by 35 months: Immunizations are vitally important in preventing infectious diseases, many of which can occur in the first year of life. Efficiency: Number of days for new patient appointment: Measures effectiveness of timely availability for underserved Multnomah County residents to access healthcare services. Performance Measure variance Explanation: # of children who are up to date on immunizations--Improvement efforts across Primary Care clinics are underway to improve rate of immunization % of Patients who would strongly agree--clinic focus group formed to address specific identified issues.

Legal/Contractual Obligation

The ECHC complies with the Bureau of Primary Health Care (BPHC) grant, state Family Planning agency grant, Joint Commission Accreditation requirements, CLIA (Laboratory accreditation) requirements and CareOregon contractual obligations.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Personnel	\$0	\$5,298,958	\$0	\$5,789,673
Contracts	\$15,425	\$172,315	\$0	\$329,006
Materials & Supplies	\$0	\$241,632	\$0	\$245,988
Internal Services	\$52,227	\$1,841,353	\$90,002	\$1,723,676
Total GF/non-GF:	\$67,652	\$7,554,258	\$90,002	\$8,088,343
Program Total:	\$7,621,910		\$8,178,345	
Program FTE	0.00	54.75	0.00	57.65
Program Revenues				
Indirect for dep't Admin	\$461,860	\$0	\$480,977	\$0
Fees, Permits & Charges	\$0	\$256,864	\$0	\$238,548
Intergovernmental	\$0	\$7,361,656	\$0	\$7,849,795
Total Revenue:	\$461,860	\$7,618,520	\$480,977	\$8,088,343

Explanation of Revenues

Supported by Federal BPHC, Family Planning, state and local grants as well as enhanced Medicaid/Medicare revenue. County General Fund is used as local in-kind to obtain and keep Primary Care and Family Planning grants.

Significant Program Changes

✔ Significantly Changed

Last year this program was: #40023, East County Health Clinic

Annual client visits are up because of expansion. Adding providers to this high volume, high Medicaid covered population, high need community. More visits will not mean longer wait time for appointments because more providers have been added. Immunizations as a measure of improved health outcomes will improve because this site is implementing Building Better Care, which re-designed the primary care model, focuses on quality improvement and a provider team organized around patient need. We measure and watch that which we want to affect. Added 2.0 OA2 and .9 CMA to reduce on call and align medical team structure with other PC clinics.